



## UNITED STATES PATENT AND TRADEMARK OFFICE

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JUN 16 2004

Office of the Director  
Group 3600

In re Application of  
John D. Frazier et al.  
Application No. 09/943,708  
Filed: August 31, 2001  
For: CUSTOMER SATISFACTION THROUGH  
CUSTOMER IDENTIFICATION AND  
SERVICE-TIME MEASUREMENT

**DECISION ON PETITION  
TO WITHDRAW THE  
HOLDING OF ABANDONMENT**

This is a decision on applicants' petition to withdrawal the holding of abandonment filed on April 26, 2004.

The petition is **GRANTED** in view of the following evidence of timely filing :

- Postcard receipt being dated January 29, 2004.
- USPTO return facsimile receipt dated \_\_\_\_\_, which references the application by serial number and the amendment that was filed on that date.
- Certificate of Mailing/Transmission signed on \_\_\_\_\_ and supported by a statement under 37 C.F.R. 1.8(b)(3).
- Hand Delivery Receipt of the specific documents submitted dated \_\_\_\_\_.
- Certificate of Transmission of CPA under 37 C.F.R. 1.6 filed on \_\_\_\_\_.
- Express Mail Receipt under 37 C.F.R. 1.10 dated \_\_\_\_\_.

This application is being forwarded to the Supervisory Legal Instruments Examiner for entry of the response filed with the petition, then to the examiner for prompt action on the response.

KENNETH J. DORNER

SPECIAL PROGRAMS EXAMINER  
TECHNOLOGY CENTER 3600